Digital Case Notification is Live as of 12/24

Last Update: 1/22/21

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

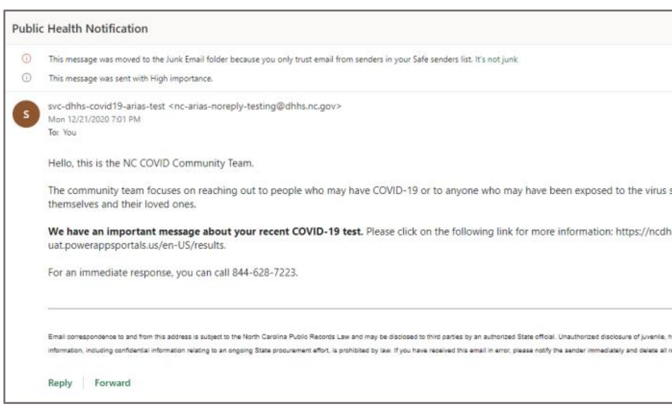
To address rising case loads, competing priorities for health departments with vaccine planning, and the goal of a short time between positive tests and initial outreach from public health, **automatic digital case notification through CCTO was rolled out on 12/24/2020.**

CCTO will now be used to send text and/or email notifications to cases with an email or phone number on record. New case records (i.e., with a positive specimen) that have a phone number or email will be sent to CCTO twice each day. **Upon arrival in CCTO, these case patients will be sent an automatic notification via text and/or email.** *See below for information about this notification and see reverse for the ways these updates may impact your workflow.*

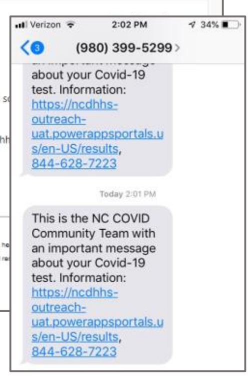
LEARN MORE ABOUT CASE PRIORITIZATION

Please see this link for NC DHHS case prioritization guidance and recommended actions to prioritize case investigation efforts for individuals and populations at the highest risk of transmission for COVID-19. As recommended by this guidance, digital case notification can enable single notification of cases via email or text that also provides a link to isolation guidance and support.

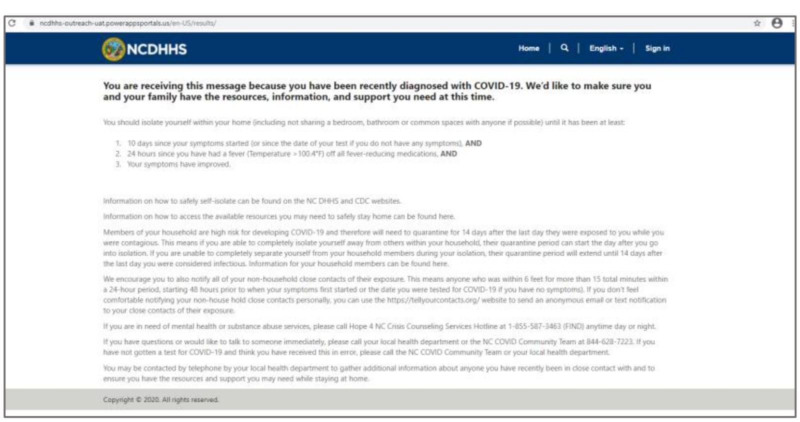
Notifications Sent To Case Patients



Email



Text



Landing Page

- Case patients whose records are brought from NC COVID into CCTO **will receive an automated text and/or email notification** (depending on which methods of contact are available) asking them to click a link for **important information about the results of their COVID-19 test** and providing them with the call center phone number.

- The link goes to a landing page where they will **be informed of their positive result** and be offered: **guidance on isolating** and protecting those they live with, **guidance on notifying contacts**, and **resources for more support and information**. At this time, cases will *not* be asked to complete an assessment or to provide further information.

See next for what you need to know based on your role in the COVID-19 Community Team.

Digital Case Notification is Live as of 12/24

Last Update: 1/22/21

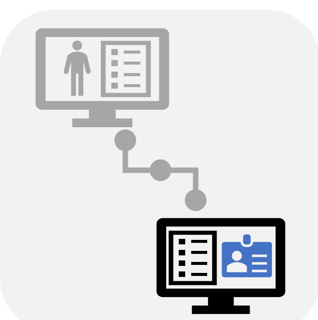
NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

See below for what you need to know about case notification…

…as LHD leadership:

- **All cases with a positive event (PCR or antigen) in NC COVID within 10 days of their diagnosis date** (which is also the specimen collection date of first positive lab) will now receive a text and/or email notification informing them of their positive result as long as required fields are completed.
- For some LHDs, this may represent a duplication of notification for cases who also receive phone calls.
- **This change comes as an important response to rising case loads and an urgent need to shorten the notification gap**. Please **work with your teams** to ensure all staff are aware and can adjust their workflows to optimize staff time.
- Case patients who receive the notifications can reach out to the CCTC call center to answer basic questions or to confirm the validity of the text or email. Staff will let callers know that they may also receive a follow-up call and will be encouraged to answer the call. Cases who reach the landing page will also have a link to find and reach their LHD.

…as a Case Investigator:



- **Cases entered in NC COVID with a phone or email will now flow automatically into CCTO as case patients if their diagnosis date is within 10 days *(see above)***, and they will be notified of their positive result. No further action is required on your part.
- If you would like to send a notification for a case later, the case record can be entered in CCTO by hand or spreadsheet and the toggle set to "Yes."
- **When you reach a case by phone, they may have received this notification.**
- Your LHD may rely on case notification to **enhance existing workflows** (providing another form of outreach to case patients) **OR** to **ensure notification of lower-priority cases** per the case prioritization guidance. Consult with your local guidance to see what changes are being implemented. The NC COVID *All Models Event Line List* reports can be used to identify cases not sent to CCTO for notification (based on the CCTO sent date, which is also visible in the Administrative Package).

…as a Contact Tracer:

- Cases will now flow **automatically from NC COVID into CCTO so that they can be sent a notification from CCTO.**
- When these cases arrive in CCTO, they will automatically be assigned to an **Owner Team based on county.** *(Note: If you have any personal views that include profiles owned by your county's Owner Team, you will need to ensure there is a filter in the "Contact or Case Patient" column that unchecks "Case Patient" and remove these cases from your view).*
- Case records in CCTO can be used to track case communication and monitoring if desired. Currently there are no requirements for further action, including cleaning or deduplication, on these records in CCTO. *More information will be provided on the management of these cases within CCTO as further system functionality becomes available.*

See previous for examples of texts and emails that positive case patients may receive.

Digital Case Notification is Live as of 12/24

Last Update: 1/22/21

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

Frequently Asked Questions

1. Which cases will flow into CCTO?

- All cases with a positive lab (PCR or antigen) in NC COVID within 10 days of their diagnosis date (which is also the specimen collection date of first positive lab) *and* required fields completed will flow into CCTO. Required fields are: **First Name**, **Last Name**, **State**, **County** (*NC residents only – county is not required if State is not NC*), and **Phone** or **Email** *(home phone will be used if no mobile phone is listed).*
- The flow is triggered by a positive lab, and prior negative labs will not impact the flow; however, if a subsequent positive lab is added to the same event, the person will **not** be exported again.

2. When will cases flow?

- Cases will flow twice a day from NC COVID into CCTO, once in the morning and once in the afternoon. Depending on the number of records, it can take up to 6 hours for all records to be imported for each flow.
- Each record will be extracted once from NC COVID, so new info entered into NC COVID after an extract has been made will not flow over.

3. What do I need to do with the Send Notification toggle?

- Mostly, nothing. Cases will enter CCTO with this toggle already turned on so that notifications will be sent as soon as a record is created.
- You may use the toggle to send a case notification for a case entered manually or to re-send a notification (turn off; save; turn on; save). Be sure a case is marked as a “Case-patient" in the **Contact or Case Patient** field so that they receive the case notification and not the contact notification.

4. How do I check to see if there was a notification?

- In the administrative package in NC COVID, you will see a value in “Date Reported to CCTO” if the event has flowed to CCTO. You can also review which cases did and did not flow by using the NC COVID All Models Identified and Deidentified Line List Reports, which contain this variable.
- In CCTO, you may view cases and check to see if notifications were sent by using the “All Cases Imported From NC COVID” view and looking at the **Text Notification Status** column.

FAQs continued onto next page.

Frequently Asked Questions

5. What do I need to do with these cases in CCTO?

- Mostly, nothing. Based on local guidance, you may wish to monitor cases using CCTO. You do not need to close or deactivate these cases.
- Contact system views have been updated to filter out case patients, and new system views have been created for cases. Activity and Assessment System Views will show contacts and cases.
- If you do wish to see these cases, you can find them by using the **All Cases Imported from NC COVID** view and filtering by the case's LHD.
- The most important thing is to know is that you should remove cases from any personal views you have created in CCTO. To do this, you can add a filter for: **Contact or Case-Patient** "Does not equal" "Case-Patient" to any custom view.

6. I have identified a case that should have flowed from NC COVID into CCTO but did not. What should I do?

- Please reach out to the help desk so that the issue can be investigated.